

DAFTAR PUSTAKA

- Abdullah, D., Hamir, N., Nor, N. M., Jayaraman, K., & Rostum, A. M. M. (2018). Food quality, service quality, price fairness and restaurant re-patronage intention: The mediating role of customer satisfaction. *International Journal of Academic Research in Business and Social Sciences*, 8(17), 211–226. <https://doi.org/10.6007/IJARBS/v8-i17/5226>
- Agmasari, Silvia. (2020). Suka makan ayam geprek? ini asal usul dan bedanya dengan ayam penyet. Retrieved January 21, 2020, from Kompas.com website: <https://www.kompas.com/tren/read/2020/06/02/173300865/suka-makan-ayam-geprek-ini-asal-usul--dan-bedanya-dengan-ayam-penyet?amp=1&page=2>
- Agmasari, Silvita. (2018a). Apa Bedanya Ayam Geprek dan Ayam Penyet? Retrieved January 9, 2021, from Kompas.com website: <https://travel.kompas.com/read/2018/04/27/090700527/apa-bedanya-ayam-geprek-dan-ayam-penyet->
- Agmasari, Silvita. (2018b). Ini Warung Ayam Geprek yang Diklaim Pertama di Indonesia. Retrieved January 9, 2021, from Kompas.com website: <https://travel.kompas.com/read/2018/04/27/070600727/ini-warung-ayam-geprek-yang-diklaim-pertama-di-indonesia>
- Al-Tit, A. A. (2015). The effect of service and food quality on customer satisfaction and hence customer retention. *Asian Social Science*, 11(23), 129–139. <https://doi.org/10.5539/ass.v11n23p129>
- Ashfaq, M., Yun, J., Waheed, A., Khan, M. S., & Farrukh, M. (2019). Customers' Expectation, Satisfaction, and Repurchase Intention of Used Products Online: Empirical Evidence From China. *SAGE Open*, 9(2). <https://doi.org/10.1177/2158244019846212>
- Atiyah, L. A. (2017). Impact of service quality on customer satisfaction.

Australian Journal of Basic and Applied Sciences, 11(5), 20–28.

Fang, Y. H., Chiu, C. M., & Wang, E. T. G. (2011). Understanding customers' satisfaction and repurchase intentions: An integration of IS success model, trust, and justice. *Internet Research*, 21(4), 479–503.
<https://doi.org/10.1108/10662241111158335>

Gatra.com. (2019, November 11). *Kemenperin Klaim Pertumbuhan Industri Makanan dan Minuman Terus Meningkat*. Retrieved from GATRAcom:
<https://www.gatra.com/detail/news/456063/ekonomi/kemenperin-klaim-pertumbuhan-industri-makanan-dan-minuman-terus-meningkat>

Hair, J. F., Hult, G. T. M., Sarstedt, M., & Ringle, C. M. (2014). *A Primer On Partial Least Squares Structural Equation Modeling (PLS-SEM)*. California, USA: SAGE Publications, Inc.

Hanaysha, J. (2016). Testing the effects of food quality, price fairness, and physical environment on customer satisfaction in fast food restaurant industry. *Journal of Asian Business Strategy*, 6(2), 31–40.
<https://doi.org/10.18488/journal.1006/2016.6.2/1006.2.31.40>

Hidayat, D., Bismo, A., & Basri, A. R. (2020). The Effect of Food Quality and Service Quality Towatds Customer Satisfaction and Repurchase Intention (Case Study of Hot Plate Restaurant). *Manajemen Bisnis*, 10(01), 01–09. Retrieved from <https://ejournal.umm.ac.id/index.php/imb/article/view/11913>

Irawan, H. (2009). *10 Prinsip Kepuasan Pelanggan*. Jakarta: Elex Media Komputindo.

Kemenperin. (2019, Februari 18). *Industri Makanan dan Minuman Jadi Sektor Kampiun*. Retrieved from Kementrian Perindustrian Republik Indonesia:
<https://kemenperin.go.id/artiker/20298/Industri-Makanan-dan-Minuman-Jadi-Sektor-Kampiun-#:~:text=Realisasi%20total%20nilai%20investasi%20di,%2C67%20perse,n%2C%E2%80%9D%20tuturnya>

Kemenperin. (2020, Agustus 11). *Strategi Kemenperin Jaga Pertumbuhan Positif Industri Mamin*. Retrieved from Kementrian Perinsutrian Republik Indonesia: [https://kempenperin.go.id/artikel/21927/Strategi-Kemenperin-Jaga-Pertumbuhan-Positif-Industri-Mamin#:~:text=Berdasarkan%20data%20Badan%20Pusat%20Statistik,%25%20secara%20tahunan%20\(y%20Do%20Dy\).&text=%E2%80%CSelain%20itu%2C%20pertumbuhan%20sektor%20industri](https://kempenperin.go.id/artikel/21927/Strategi-Kemenperin-Jaga-Pertumbuhan-Positif-Industri-Mamin#:~:text=Berdasarkan%20data%20Badan%20Pusat%20Statistik,%25%20secara%20tahunan%20(y%20Do%20Dy).&text=%E2%80%CSelain%20itu%2C%20pertumbuhan%20sektor%20industri)

Kim, H. J., Lee, C. K., Kim, M. J., & Ryu, K. (2011). Restaurant Healthy Food Quality, Perceived Value, and revisit intention. *2011 ICHRIE Conference*, 0–11.

Konuk, F. A. (2019). The influence of perceived food quality, price fairness, perceived value and satisfaction on customers' revisit and word-of-mouth intentions towards organic food restaurants. *Journal of Retailing and Consumer Services*, 50(March), 103–110. <https://doi.org/10.1016/j.jretconser.2019.05.005>

Kotler, P., & Keller, K. L. (2012). *Marketing Management* (14th ed.). Ney Jersey: Pearson Education.

Mensah, I., & Mensah, R. D. (2018). Effects of Service Quality and Customer Satisfaction on Repurchase Intention in Restaurants on University of Cape Coast Campus. *Journal of Tourism, Heritage & Services Marketing*, 4(1), 27–36. <https://doi.org/10.5281/zenodo.1247542>

Muliawan, S. (2018). Pengaruh Food Quality dan Ketersediaan Porduk Terhadap Repurchase Intention Produk Sari Roti di Surabaya. *Jurnal Strategi Pemasaran* 5.

Peri, C. (2006). The universe of food quality. *Food Quality and Preference*, 17(1–2), 3–8.

Ryu, K., Lee, H.-R., & Kim, W. G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer

perceived value, customer satisfaction, and behavioral intentions. *International Journal of Contemporary Hospitality Management*, 24(2), 200–223. <https://doi.org/DOI.10.1108/09596111211206141>

Saleem, M. A., Zahra, S., & Yaseen, A. (2017). Impact of service quality and trust on repurchase intentions – the case of Pakistan airline industry. *Asia Pacific Journal of Marketing and Logistics*, 29(5), 1136–1159. <https://doi.org/10.1108/APJML-10-2016-0192>

Sekaran, U., & Bougie, R. (2016). *Research Methods for Business : A Skill-Building Approach* (7th ed.). Chichster: Wiley.

Stevanie, C. (2020). PENGARUH FOOD QUALITY DAN ONLINE CUSTOMER REVIEW TERHADAP CUSTOMER PERCEIVED VALUE DAN REPURCHASE INTENTION PADA TOKO MAKANAN KOREA ONLINE KIMCHINGU. *Agora*, 8(1).

Sugiono, E., & Widiastutik, S. (2021). The Effect of Product, Price and Promotion on Purchase Decision-Mediated by Customer Satisfaction of Oriflame M3Network Community. *Open Access Indonesia Journal of Social Sciences*, 4(1), 129–131. <https://doi.org/https://doi.org/10.37275/OAIJSS.v4i1.39>

Tandon, U., Kiran, R., & Sah, A. N. (2017). Customer Satisfaction as mediator between website service quality and repurchase intention: An emerging economy case. *Service Science*, 9(2), 106–120. <https://doi.org/10.1287/serv.2016.0159>

Valentina, J. (2018). Three places to enjoy fiery hot “ayam geprek.” Retrieved January 9, 2021, from The Jakarta Post website: <https://www.thejakartapost.com/life/2018/05/12/three-places-to-enjoy-fiery-hot-ayam-geprek.html>

Wednesyuda. (2020). GoFood merilis data forecast produk yang akan laris di 2020. Retrieved January 21, 2021, from ultraindonesia.com website: <https://ultraindonesia.com/newsletter/detail/gofood-meirilis-data-forecast->

produk-yang-akan-laris-di-2020

Wilson, N., Keni, K., & Tan, P. H. P. (2019). The effect of website design quality and service quality on repurchase intention in the E-commerce industry: A cross-continental analysis. *Gadjah Mada International Journal of Business*, 21(2), 187–222. <https://doi.org/10.22146/gamaijb.33665>

YILDIZ, E. (2017). EFFECTS OF SERVICE QUALITY ON CUSTOMER SATISFACTION, TRUST, CUSTOMER LOYALTY AND WORD OF MOUTH: AN APPLICATION ON CARGO COMPANIES IN GÜMÜŞHANE1. *Global Journal of Economics and Business Studies*, 6(12), 81–88.

Yuliantoro, N., Goeltom, V., Juliana, Bernarto, I., Pramono, R., & Purwanto, A. (2019). Repurchase intention and word of mouth factors in the millennial generation against various brands of Boba drinks during the Covid 19 pandemic. *African Journal of Hospitality, Tourism and Leisure*, 8(2), 1–11.

